



September 18, 2019

Alcoholic Beverage Control Board

Dear Chair Klein and Members of the Board:

On September 10, 2019, board member Captain Leath alleged that AMCO staff attempted to establish an alternate method of access to criminal history information rather than working through the Department of Public Safety (DPS). (Audio File #5; starting 06:26) This matter specifically related to the AMCO's Originating Agency Identifier number (ORI number). The board expressed concern that my lack of knowledge of the attempt demonstrates a lack of control over my enforcement staff. The board made a clear implication that AMCO Enforcement had acted improperly in relation to the ORI number, and that I was remiss in failing to properly supervise my staff, although at no time did Captain Leath explain what would have been improper about AMCO contacting the FBI regarding its ORI number. This letter responds to that allegation as well as some of the other comments made by board members regarding my work performance.

- AMCO staff's search for AMCO's ORI number was in response to a request from DPS.
- At no time did any AMCO employee contact the FBI relating to AMCO's ORI number.
- At no time did any AMCO employee attempt to circumvent the arrangement created between DPS and AMCO regarding AMCO's access to criminal justice information.

Enforcement Supervisor James Hoelscher was seeking AMCO's ORI number in order to fulfill a request from DPS. As explained in the affidavit and related attachments from Mr. Hoelscher, he was seeking the ORI number in order to complete a task that was requested by DPS regarding an upgrade to the new CJIS Online Agency Admin login. When I sought a verbal explanation from him regarding his need for the ORI number, he explained about the DPS request. This was well within the purview of Mr. Hoelscher's job description and duties, and as I am not the Terminal Agency Coordinator (TAC) and do not access CJIS Online, it was not a task I needed to oversee or become involved in. Thus, the information passed from my mind. Please note that I never had or requested APSIN or ARMS access and am only given CJIS information when such information needs to be provided to either the ABC or MC board.

Mr. Hoelscher obtained AMCO's ORI number from a DPS employee. (Affidavit, ¶ 9) As stated in Mr. Hoelscher's affidavit, he obtained AMCO's ORI number during a phone conversation with DPS employee Caitlin Knecht.

There have been no attempts by AMCO to contact the FBI relating to access to CJIS information. Mr. Hoelscher has provided information in his affidavit about his very limited

contacts with the FBI, none of which have any relation to this matter. (Affidavit, ¶ 11) He did not contact the FBI about AMCO's ORI number. No other enforcement staff has had any contact with the FBI.

My contacts with the FBI have been similarly limited. I participated in the FBI audit of AMCO in April of 2017; in July of 2017, I attended a meeting with Mayor Berkowitz, Mr. Hoelscher, the then-special agent in charge Marlin Ritzman, and some of the mayor's staff, regarding Agent Ritzman's concerns about a marijuana retail store opening near the Anchorage FBI headquarters; and I had two meetings scheduled with the subsequent special agent in charge, Jeffery Peterson, in the fall of 2018, both of which were canceled by the agent on the day of the arranged meeting.

There have been no attempts by AMCO staff to circumvent AMCO's arrangement with DPS for accessing the information AMCO that formerly accessed through APSIN and ARMS.

Through discussions with various DPS management staff in December of 2018 and January of 2019, AMCO was told it would be provided with APSIN information depending on "what the need is and who the person is." A template of information to be provided with each request was developed, and AMCO staff has made multiple requests for information from DPS through this arrangement. At no time has any AMCO staff member attempted to seek CJIS information in a different way or directly from the FBI, or to set up a different system of obtaining CJIS information.

If the board is not satisfied by Mr. Hoelscher's affidavit, the supporting emails provided, and this explanation, then I insist that Captain Leath provide evidence of the activities he alleges so that further investigation of the situation can occur.

Captain Leath's comments regarding my knowledge of "ORI"

Captain Leath stated he was "greatly concerned" (Audio File #5; 28:50) that I did not know what the acronym "ORI" stood for. In the past, AMCO/ABC Board has had directors with a law enforcement background. My background is in planning and land use regulation.

In the two and one half years I have served as head of AMCO without knowing what "ORI" stands for, I have directed the AMCO staff in

- the organization of 16 ABC Board meetings and 19 MC Board meetings in a variety of locations in Alaska, during which the ABC Board considered approximately 270 new license applications, 350 license transfer applications, and 1,725 license renewal applications, and the MC Board considered approximately 355 new license applications, 40 license transfer applications, and 158 license renewal applications;
- the submittal of over 2,500 sets of fingerprints to DPS for processing;
- the issuance of over 5,200 marijuana handler permits;
- the issuance of 312 NOVs to alcohol licensees and 265 NOVs to marijuana licensees;
- the performance of 2,327 alcohol inspections and walk-throughs and 881 marijuana inspections and walk-throughs; and
- a multitude of other activities performed by the dedicated AMCO staff.

During that time, I have overseen AMCO's access to criminal justice information, but I have never needed to know AMCO's ORI number. In the four years Mr. Hoelscher has been at AMCO, he has

needed to provide the ORI number only once, in the matter discussed in this memo. (Affidavit, ¶ 10) My access to CJIS is appropriately limited. While as director I am responsible for the actions of AMCO employees, I give appropriate supervision to ensure they are fulfilling their job duties; I do not micromanage them in filling out forms. I find it difficult to understand Captain Leath's position that my unfamiliarity with the acronym "ORI" in any way compromises this agency's appropriate implementation and enforcement of Title 4.

Mr. Brady's comments regarding my oversight of AMCO enforcement

Mr. Brady expressed concern regarding the adequacy of my supervision of the enforcement staff based on Captain Leath's statements (Audio File #5; starting 18:50). However, the impropriety alleged by Captain Leath did not occur. Mr. Hoelscher and I have an excellent working relationship, and we communicate daily regarding enforcement matters. If Mr. Brady has other concerns regarding my supervision, I would appreciate hearing specifics.

Ms. Erickson's comments regarding "lack of help and attention" given to applicants (Audio File #5; starting 30:21)

All AMCO staff work diligently to apply the board's statutes and regulations in a consistent and accurate manner, while treating all applicants respectfully and politely. Certain penalties are set in statute and others exist in the board's regulations. Since 2000, there have been approximately 43 requests for the board to waive penalties, of which the board has approved 18 requests and denied 25 requests. Of those 43 requests, seven occurred while Ms. Erickson has been on the board. Three requests were approved and four were unanimously denied.

Ms. Erickson has at times commented on the record that she has been unhappy with some applied penalties. In each situation, the staff has applied the same processes and procedures that they do with all applicants. Ms. Erickson has never made a motion to open a regulations project to change the board's regulations regarding those penalties, nor has she engaged the board in a discussion resulting in the board giving staff different direction regarding the application of the statutes and regulations. The assertion that the fault in these situations lies with AMCO staff not wanting to help applicants (Audio File #5; 31:07) or being ungracious (Audio File #5; 32:05) is frankly insulting to your staff, who go above and beyond every single day to help applicants be successful.

As noted above, the board has provided no alternate guidance to me. In fact, on April 30, 2019, the board went into executive session for the director's evaluation (without providing me the opportunity to request the discussion be on the record as required by AS 44.62.310(c)(2)), but the board's evaluation has never been conveyed to me either verbally or in writing.

As one of AMCO's staff, I have worked diligently to fulfill my statutory responsibilities which are to enforce the statutes and the regulations adopted by the board. (see AS 04.06.075(a) and AS 17.38.150). In 2018, on days when I was in the office (not traveling for work, in board meetings, on leave, or ill), I worked for 10 or more hours on over 66% of such days, and I put in over 100 hours of work on weekend days, for a total of 437.5 extra hours—almost 11 extra weeks of work. Of the days I was in the office, on fewer than 12% of them did I work only 8 hours or less. In light of the efforts that the AMCO staff and I have made to enable the boards to fulfill their responsibilities to protect the health and safety of the public, the allegations made on September 10, 2019, are truly inexplicable.

In closing, I reiterate the following:

- AMCO staff's search for AMCO's ORI number was in response to a request from DPS.
- At no time did any AMCO employee contact the FBI relating to AMCO's ORI number.
- At no time did any AMCO employee attempt to circumvent the arrangement created between DPS and AMCO regarding AMCO's access to criminal justice information.

I am available to answer any follow-up questions.

Sincerely,



Erika McConnell
Director

CC: Marijuana Control Board
Commissioner Julie Anderson, Department of Commerce, Community, and Economic Development
Assistant Commissioner Amy Demboski, Department of Commerce, Community, and Economic Development
James Hoelscher, AMCO Enforcement Supervisor

Attachments: Affidavit of James Hoelscher
Email: "CJIS Online Upgrades" received 2019-07-30
Email from Steven Sedotto, received 2019-07-30
Email: "CJIS Online Upgrades" (corrected) received 2019-08-06
Email string between Hoelscher and McConnell on 2019-08-06
Email: Hoelscher to Purinton sent 2019-08-06
Email: CJIS Online TAC Account Conversion from Knecht received 2019-08-06

AFFIDAVIT OF JAMES HOELSCHER

I, James Hoelscher, being first duly sworn on oath, depose and state as follows:

1. The information in this affidavit is based on my personal knowledge and I am competent to testify about it.
2. At all times relevant to this affidavit, I was employed as a Special Investigator II and the enforcement supervisor of the Alcohol and Marijuana Control Office (AMCO).
3. At 3:56 a.m. on July 30, 2019, I received an email from “noreply@cjisonline.com” with the subject line “CJIS Online Upgrades.” The email provided instructions on creating an individual user account for our agency due to “CJIS Online...transitioning Agency Admin accounts to a new method...” I flagged the email in my outlook for more review due to the “.com” being slightly suspicious.
4. At 1:07 p.m. on July 30, 2019, I received an email from Steven Sedotto, Department of Public Safety (DPS) CJIS Security Officer, confirming the changes were authentic and required, and to follow the instructions a soon as possible.
5. On August 6, 2019, I received two emails from “noreply@cjisonline.com”—a reminder email and then a corrected reminder email—that stated, “This is your final reminder that you still need to follow the below instructions for upgrading to the new CJIS Online Agency Admin login. You will no longer be able to use the legacy Agency Admin login starting 8/13/2019.”
6. I followed the provided link and was asked to provide my name and agency ORI number. I did not have our agency ORI number available to me (it is readily available

within APSIN, to which I no longer have access) so I attempted to locate it to complete the required task.

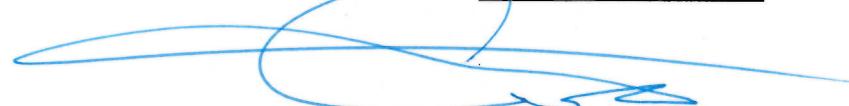
7. I contacted Director McConnell, AMCO Criminal Justice Technician Jason Davies, and AMCO Administrative Officer Melissa Walter via email asking what our agency ORI number was. I also contacted Lisa Purinton at DPS, who was listed in the email as a resource. I received an email back from Director McConnell requesting clarification and did not receive a response from Ms. Purinton. Our agency's ORI number was not known to Director McConnell, Mr. Davies, or Ms. Walter.
8. At 1:16 p.m. on August 6, 2019, I received an email from Caitlin Knecht, a Criminal Justice Technician II at DPS, with detailed instructions on how to complete the task requested.
9. On August 6, 2019, I called Caitlin Knecht twice, and she provided me with the ORI number that was necessary to complete the required task.
10. In the four years that I have been employed at AMCO, this was the only time I needed to input our ORI number somewhere. I have not requested the information from anyone else or for any purpose other than as stated above.
11. I have never contacted the FBI in relation to AMCO's ORI number or to seek criminal justice information. My three contacts with the FBI during my employment at AMCO have been as follows: 1) I spoke with two FBI auditors who performed an audit of AMCO in April of 2017; 2) I attended a meeting on July 27, 2017, with Director McConnell, at the office of the Mayor of Anchorage with the FBI Special Agent in Charge to hear the agent's concerns about a marijuana retail store opening

near the Anchorage FBI building; 3) I met and introduced myself during an encounter with the subsequent Special Agent in Charge at the Alaska Police Standards Council meeting on December 4, 2018.

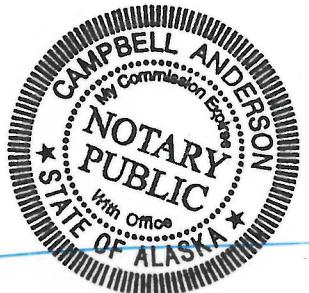
I declare under penalty of perjury that the foregoing is true and correct.

DATED: September 12, 2019, at Anchorage, Alaska.


James Hoelscher, Special Investigator II/Enforcement Supervisor
Alcohol and Marijuana Control Office

SUBSCRIBED AND SWORN TO before me on 9/12/2019


Notary Public in and for the State of Alaska
My commission expires with office.



From: noreply@cjisonline.com
To: [Hoelscher, James C \(CED\)](mailto:Hoelscher, James C (CED))
Subject: CJIS Online Upgrades
Date: Tuesday, July 30, 2019 3:55:46 AM

This email is associated with an administrative account within the CJIS Online system. If you are no longer the administrator, please disregard this email.

CJIS Online is transitioning Agency Admin accounts to a new method that uses an individual user account. This will allow you to use a single account for all your CJIS Online related activity. It will also allow you to set up additional administrators for your agency. Please logon to the system at <https://www.cjisonline.com> with your current credentials and follow the steps below to setup your new account access. These steps are illustrated in a short video located at http://videos.cjisonline.com/videos/tac_conversion.mp4.

If you are the administrator for more than one agency, you will need to contact lisa.purinton@alaska.gov.

Step 1: Determine if you already have a user account setup by clicking "Administration" and selecting "Manage Users". Search for your account by name, email or username.

Step 2: If you found a user account go to Step 3. If not, you will need to setup a user account for yourself. Click on the "Add a User" button towards the top right, input all your account details and then click next towards the bottom right. Under the Section "Agency Admin Access" select the check box to turn on your Admin Access and then click on the "Create User" button. Proceed to Step 4.

Step 3: Since you already have a user account you can select the Edit button to the right of your name. Check over the account details on this page, make any edits if necessary and then select the "Roles" tab at the top. Under the Section "Agency Admin Access" select the check box to turn on your Admin Access and then click on the "Save User" button.

Step 4: You will need to log out of your current session and then log back in utilizing the New Agency Admin login.

Do you have an individual or group that needs to receive user expiration notifications by email but are not an agency admin? After logging in using your new user account, click on "Administration", then "Update Agency Profile". There will be a "Notifications" tab that you can select to add these emails.

If you no longer want to receive emails about this migration, you can [unsubscribe](#)

From: [Sedotto, Steven M \(DPS\)](#)
To: [DPS APSIN Security](#)
Subject: CJIS Online Upgrades
Date: Tuesday, July 30, 2019 1:06:42 PM

Good afternoon,

In the last week, there have been some upgrades done to CJIS Online. The changes allow better control of your agency and allows you to be an administrator under multiple accounts in the event that you handle more than one agency. You will be receiving emails from the automated distribution system until you opt to update your account in light of the recent changes. We have gotten some inquiries about the legitimacy of the emails and they are from the provider of the service Peak Performance. You can visit the website directly and still complete the steps indicated below if you are wary to click on emails and we appreciate you bringing your concerns to our attention. If you are the administrator for your agency under CJIS Online, please log into your account as soon as possible following the directions outlined below. If you have any questions, please forward them to our group email dpsapsinsecurity@alaska.gov and we will assist you as soon as possible.

Thank you,
Steve

Steve Sedotto
CJIS Information Security Officer
Alaska Department of Public Safety
CJIS Programs Unit

Office: (907) 334-0857
Fax: (907) 338-1051

CONFIDENTIALITY NOTICE: This communication, along with any attachments, may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, use, or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of this communication and any attachments.

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Do you have an individual or group that needs to receive user expiration notifications by email but are not an agency admin? After logging in using your new user account, click on "Administration", then "Update Agency Profile". There will be a "Notifications" tab that you can select to add these emails.

If you no longer want to receive emails about this migration, you can [unsubscribe](#) 

From: noreply@cjisonline.com
To: [Hoelscher, James C \(CED\)](mailto:Hoelscher, James C (CED))
Subject: CJIS Online Upgrades - CORRECTED EMAIL
Date: Tuesday, August 06, 2019 8:12:03 AM

Please note: The last email you received had an incorrect contact email. Please see the corrected email below

This is your final reminder that you still need to follow the below instructions for upgrading to the new CJIS Online Agency Admin login. You will no longer be able to use the legacy Agency Admin login starting 8/13/2019.

This email is associated with an administrative account within the CJIS Online system. If you are no longer the administrator, please disregard this email.

CJIS Online is transitioning Agency Admin accounts to a new method that uses an individual user account. This will allow you to use a single account for all your CJIS Online related activity. It will also allow you to set up additional administrators for your agency. Please logon to the system at <https://www.cjisonline.com> with your current credentials and follow the steps below to setup your new account access. These steps are illustrated in a short video located at http://videos.cjisonline.com/videos/tac_conversion.mp4.

If you are the administrator for more than one agency, you will need to contact lisa.purinton@alaska.gov.

Step 1: Determine if you already have a user account setup by clicking "Administration" and selecting "Manage Users". Search for your account by name, email or username.

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Step 3: Since you already have a user account you can select the Edit button to the right of your name. Check over the account details on this page, make any edits if necessary and then select the "Roles" tab at the top. Under the Section "Agency Admin Access" select the check box to turn on your Admin Access and then click on the "Save User" button.

Step 4: You will need to log out of your current session and then log back in utilizing the New Agency Admin login.

Do you have an individual or group that needs to receive user expiration notifications by email but are not an agency admin? After logging in using your new user account, click on "Administration", then "Update Agency Profile". There will be a "Notifications" tab that you can select to add these emails.

If you no longer want to receive emails about this migration, you can [unsubscribe](#)

From: [Hoelscher, James C \(CED\)](#)
To: [McConnell, Erika B \(CED\)](#)
Subject: RE: ORI Number
Date: Tuesday, August 06, 2019 8:11:00 AM

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From: McConnell, Erika B (CED)
Sent: Tuesday, August 6, 2019 8:07 AM
To: Hoelscher, James C (CED) <james.hoelscher@alaska.gov>; Walter, Melissa D (CED) <melissa.walter@alaska.gov>
Cc: Davies, Jason M (CED) <jason.davies@alaska.gov>
Subject: RE: ORI Number

Huh. Well, obviously I don't have it.

Erika McConnell

Director
Alcohol & Marijuana Control Office
State of Alaska

From: Hoelscher, James C (CED) <james.hoelscher@alaska.gov>
Sent: Tuesday, August 06, 2019 8:06 AM
To: McConnell, Erika B (CED) <erika.mcconnell@alaska.gov>; Walter, Melissa D (CED) <melissa.walter@alaska.gov>
Cc: Davies, Jason M (CED) <jason.davies@alaska.gov>
Subject: RE: ORI Number

Originating Agency Identifier

From: McConnell, Erika B (CED)
Sent: Tuesday, August 6, 2019 8:05 AM
To: Hoelscher, James C (CED) <james.hoelscher@alaska.gov>; Walter, Melissa D (CED) <melissa.walter@alaska.gov>
Cc: Davies, Jason M (CED) <jason.davies@alaska.gov>
Subject: RE: ORI Number

What does ORI stand for?

Erika McConnell

Director
Alcohol & Marijuana Control Office
State of Alaska

From: Hoelscher, James C (CED) <james.hoelscher@alaska.gov>
Sent: Tuesday, August 06, 2019 7:55 AM
To: McConnell, Erika B (CED) <erika.mcconnell@alaska.gov>; Walter, Melissa D (CED) <melissa.walter@alaska.gov>
Cc: Davies, Jason M (CED) <jason.davies@alaska.gov>
Subject: ORI Number

Does anyone have our ORI number at their fingertips?

James

From: [Hoelscher, James C \(CED\)](#)
To: [Purinton, Lisa M \(DPS\)](#)
Subject: ORI CCode
Date: Tuesday, August 06, 2019 8:02:00 AM

Ms. Purinton,

Can you help me locate ABC/MCB/AMCO's ORI code?

Thank you,

James

From: [Knecht, Caitlin M \(DPS\)](#)
To: [Hubbard, Hugh C \(DOC\)](#); [Ross, Dena L \(DPS\)](#); [Whitcomb, Devena S \(DOA sponsored\)](#); [Gilbert, Alton J \(DOT\)](#); [McIntire, Traci \(DOA sponsored\)](#); [Kadow, Laurie E \(LAW\)](#); [Thompson, Monica M \(LAW\)](#); [Cooper, Joleen K \(LAW\)](#); [Bowers, Michal D C \(LAW\)](#); [Dial, Lisa A \(LAW\)](#); [Stark, Missy R \(LAW\)](#); [dawn.merritt@alaska.gov](#); [Bruneau, Denise L \(ACS\)](#); [Iyatunguk, Lu W L \(LAW\)](#); [Romero, Alex M \(CED\)](#); [heidi.m.edwards@usdoj.gov](#); [Moses, Parrish \(DEC\)](#); [Saucier, Kenneth T \(HSS\)](#); [White, Mikal R \(HSS\)](#); [chelsea.maines@dillinghamak.us](#); [Murphy, Alanah M F \(DPS\)](#); [Hord, Barbara A \(DOA\)](#); [Harrison, Anna J \(DOT\)](#); [Muise, David A \(DOC\)](#); [Smithhisler, Gail E \(DOC\)](#); [Aerni, Kerie D \(DOC\)](#); [Gimm, Michael D \(DOC\)](#); [Knutsen, Amber M \(DOC\)](#); [Descutner, Gordon E \(DPS\)](#); [kamerideth@ci.fairbanks.ak.us](#); [Vinton, Brian S \(DPS\)](#); [Roberts, Kelly A \(DOC\)](#); [Stables, Rebecca M \(DPS\)](#); [Tersteeg, Shelby A \(DPS\)](#); [Yeaple, Mary A \(DOT\)](#); [vicki.grimes@ic.fbi.gov](#); [Morton, Jeff W \(DPS\)](#); [Peterson, Katherine M \(DOC\)](#); [Schmidt, Delila D \(DOC\)](#); [Berends, Patricia D \(HSS\)](#); [Bowman, Michael L \(DOC\)](#); [jclark@haines.ak.us](#); [Kahklen, Craig V \(HSS\)](#); [telkamp@akcourts.us](#); [Johnson, Gloria J \(DOC\)](#); [jfocht@ci.homer.ak.us](#); [rgroshong@cityofhoonah.org](#); [Johnson, Kristi G \(DPS\)](#); [dealyn.cary@ci.irs.gov](#); [deb.senn@juneau.org](#); [Camba, Gigi \(HSS\)](#); [Hutchings, Karri L \(DOC\)](#); [Hutchings, Karri L \(DOC\)](#); [Tkurtz@juneaupolice.com](#); [Howell, Kelly A \(DPS\)](#); [Wood, Tina R \(DPS\)](#); [Headley, Walter T \(DOC\)](#); [jsamskar@kenai.city](#); [Stuart, Jodi M \(DOC\)](#); [andriar@city.ketchikan.ak.us](#); [Wood, Tina R \(DPS\)](#); [Sartori, Allison M \(DOC\)](#); [tstonecipher@cityofklawock.com](#); [Savely, Jennifer L \(DOC\)](#); [FWS.gov](#); [Chris Johnson](#); [dhatfield@city.kodiak.ak.us](#); [Pollock, Kathryn R \(DOC\)](#); [Bateman, Kerry E \(DPS\)](#); [jrea@kotzebue.org](#); [steve.cochran@cityofkingcove.com](#); [Klopfer, Kyle T \(DPS\)](#); [Harlan, William C \(DOL\)](#); [Kinzie, Steven J \(DOL\)](#); [Gerharz, Rhonda J R \(DOL\)](#); [tess_morin@nps.gov](#); [merchantma@ci.anchorage.ak.us](#); [Buzby, Francis O \(DOC\)](#); [ckersbergen@easyparkalaska.com](#); [Nwhite@muni.org](#); [Erickson, Candice N \(HSS\)](#); [scott.gray@noaa.gov](#); [kecke@nomealaska.org](#); [Karmun, Gloria A \(DPS\)](#); [rwing@northpolepolice.org](#); [Schleicher, John F \(DOC\)](#); [belinda.glastetter@north-slope.org](#); [Roy, Alex H \(DOA\)](#); [Wille, Carrie I \(DPS\)](#); [Ayav-DeHart, Audrey J \(DPS\)](#); [rturney@palmerpolice.com](#); [Patience, Mary L \(DPS\)](#); [Wille, Carrie I \(DPS\)](#); [Martinez, Valerie E \(LAW\)](#); [Wille, Carrie I \(DPS\)](#); [Engdahl, Mary I \(DPS\)](#); [O'Farrell, Michelle L \(DOC\)](#); [Day, Bruce H \(DOA\)](#); [Shears, Jennifer D \(DOA\)](#); [Andrews, Derek J \(DOA\)](#); [Campos, Tara \(DOA\)](#); [Whitney, Gina R \(DOA\)](#); [bbeasley@petersburgak.gov](#); [deanna.l.hendry.civ@mail.mil](#); [Ridge, Brianna M \(DOC\)](#); [Gabriel, Anna M \(DOC\)](#); [Ferguson, Korey B \(DOA\)](#); [Hoage, Stephen J \(HSS\)](#); [Knecht, Caitlin M \(DPS\)](#); [Stair, James S \(DOR\)](#); [Stair, James S \(DOR\)](#); [Corrigan, Sean P \(DOC\)](#); [jfocht@ci.homer.ak.us](#); [jheise@cityofseward.net](#); [lynb@sitkapd.com](#); [Johnson, Tracey M \(DPS\)](#); [Van den Hoorn, Willike \(DOA sponsored\)](#); [Ross, Dena L \(DPS\)](#); [Kosto, Lisa \(DPS sponsored\)](#); [Yarnes, Karrie L \(DPS\)](#); [Richter, Roxanne R \(DOC\)](#); [Kosto, Jacques W \(DNR\)](#); [Kosto, Jacques W \(DNR\)](#); [sppdadmin@arctic.net](#); [Irizarry, Edwin D \(DOC\)](#); [Beene, April M \(DOT\)](#); [Hoelscher, James C \(CED\)](#); [tuttlesd@muni.org](#); [Elmore, Thomas A \(DOC\)](#); [Gadd, Kyle \(OIT\)](#); [Andrews, April M \(DPS\)](#); [Warren, Quinten D \(LAW\)](#); [Leach, Nicole O \(LAW\)](#); [Carns, Teresa W \(AJC\)](#); [sperkins@muni.org](#); [bboyse@muni.org](#); [Allen, Lindsay E \(DPS\)](#); [Solis, Kathryn A \(DPS\)](#); [Crawford, Ashleigh A \(DPS\)](#); [Ayav-DeHart, Audrey J \(DPS\)](#); [Nicholson, Lenora R \(DPS\)](#); [Deisher, Linnea H \(LEG\)](#); [York, Susan R \(DOC\)](#); [Kiefer, Anastasia A \(DOC\)](#); [bennettj@akrr.com](#); [Rasmussen, Nelson H \(HSS\)](#); [Knight-Williams, Joanna L \(DPS\)](#); [Bluma, Christy L \(DPS\)](#); [sarah.l.foreman@usdoj.gov](#); [teresacoghill@bristolbayboroughak.us](#); [jmccowan@cityofbethel.net](#); [Sadowski, Henry N \(DPS\)](#); [Allen, Lindsay E \(DPS\)](#); [Engdahl, Mary I \(DPS\)](#); [Turner, Robyn A \(DOC\)](#); [Vinton, Brian S \(DPS\)](#); [pgurney@ci.unalaska.ak.us](#); [anpas3@uaa.alaska.edu](#); [ruwilson@alaska.edu](#); [glenna@uaa.alaska.edu](#); [Brad Myrstol](#); [aiwall@alaska.edu](#); [duane.leventory@us.af.mil](#); [patrick.smith.23@us.af.mil](#); [jprymer@usda.gov](#); [katherina.e.bang@ice.dhs.gov](#); [McDonald, Matthew D \(CED sponsored\)](#); [katherina.e.bang@ice.dhs.gov](#); [kathryn.sherwood@usdoj.gov](#); [michael_castro@akp.uscourts.gov](#); [jplonborg@uspis.gov](#); [patricia.m.davis89.civ@mail.mil](#); [saddy@ci.valdez.ak.us](#); [jeffrey.rhame@va.gov](#); [Cavins, Nahanni D \(DPS\)](#); [mlecourts@ci.wasilla.ak.us](#); [policechief@whittieralaska.gov](#); [Paz, Ricardo F \(DOC\)](#); [tlalonde@wrangellpolice.com](#); [askaflestead@yakutatuk.us](#); [Keene, Jill L \(DOC\)](#); [Spofford, Jeanette \(DPS\)](#)

Cc: [DPS APSIN Security](#)
Subject: New CJIS Online TAC Account Conversion
Date: Tuesday, August 06, 2019 1:16:03 PM
Attachments: [Example 1.PNG](#)
[Final Notice CJIS Online Upgrades.msg](#)

Hello All,

Notifications have been sent (see attached) from CJIS Online to update new TAC accounts. There has been quite a few questions concerning the conversion. Please see below for instructions on how to create TAC accounts, and add alternate TAC accounts, in the new version of CJIS Online.

If you have sent an email concerning logging in, and the instructions below were not helpful, please send a second email to the APSIN Security Team @ [REDACTED] and I will address your issue.

TAC w/ Agency Admin Account prior to conversion -

- Login under “Agency Administrator Login”

- Choose “Alaska”
- When asked “Have you set up your new administrator account yet?” Click “No (I’d like to log in the old way using my legacy admin account)”
- Enter first and last name
- Enter your agency’s ORI –
 - please note, if your agency is part of a larger employer with multiple agencies (i.e. the Alaska State Troopers) you will use your Agency ORI (i.e. Dillingham State Troopers would be AK000DILE, or for Seward Troopers it would be AK000SEWE)
 - if your agency is standalone you will use your federal ORI – police departments would be a good example (a federal ORI will look something like this – AK0075200)
- Once you are successfully logged in you will click on the “administrator” tab and choose “manage users”
- Search for your account by name
- Once you have found your account click on the edit button to the right of the record
- Click the “roles” tab
- Under Agency Admin Access click the box indicating “admin access” (see example labeled “example 1” – please note, agency admin will not be able to view the section titled “Full Admin Access” in your account)
- Click “save user”
- You will now need to log out of your current session and then log back in under the “Agency Administrator Login”
- Choose the state of Alaska and click “Yes (I’ve gone through the steps to set up a new administrator account)”

To create an Alternative TAC account –

- Follow all steps above first, and you should be successfully logged in to your agency admin account
- Verify that your alternate (ALT) TAC does not already have a user account by searching in “manage users” under the “Administration” tab
- If no account found you will need to create one for the ALT TAC (if an account is found please see below italicized instructions)
- To add an account for the ALT TAC click on the “+ Add a User” button on the top right corner
- Fill in information on the first page (you can omit the username if desired – users are able to login with an email *or* username)
- Click the “Next” box on the bottom right hand corner
- Under “Security Training Access” chose “remove security training access”, this will omit the TACs from receiving testing emails for themselves and from showing up on the expiration report

- Under the “Agency Admin Access” chose “Admin Access”
- Click on “Create User”
 - *The ALT TACs will probably not have an account, they may though if they had a security awareness only account with a prior agency*
 - *If an account is found, choose edit*
 - *Update the “agency” to your current agency*
 - *Click the “Account Inactive” box to remove the x and re-open the account*
 - *Follow the next above steps*

- At this point the ALT TAC should be able to login using the assigned password and their email address

If you have been appointed a TAC within the last 3 weeks –

- Please contact me and I will create a TAC account

***User account creations and closures in CJIS Online will still be completed by the APSIN Security Team.**

Please email the APSIN Security Team @ [REDACTED] if you encounter any issues.

Caitlin Kuecht

CJIS Programs Unit
Dept. of Public Safety
Ph: 907-269-5742
Fax: 907-338-1051